University of Wisconsin-Superior
Position Description
Associate Student Services Coordinator

Working Title: Minoritized and International Student Retention Coordinator
Hays Hill Title: Associate Student Services Coordinator; 100% (12 month) appointment
Position Reports to: Assistant Director of Equity, Diversity, and Inclusion

Position Summary: Develop, plan, and implement programs and services that address the needs of racially minoritized and International students at UW-Superior. Responsible for nearly a majority of visa and immigration services and for ensuring University compliance with related federal rules and regulations. Provide comprehensive services for specific populations, including individualized retention and advising, specialized workshops, and orientation programs. All services and initiatives will aid in student success and retention efforts at UWS. The Office of Intercultural Student Success (ISS) is housed under the Department of Equity, Diversity, and Inclusion (EDI) and will also include departmental work aimed toward the education of the campus surrounding and addressing the needs of other minoritized students outside of racial/ethnic populations. Some nights and weekends are required.

Role, Duties, and Responsibilities:

Retention Initiatives and Programming
- Assist Coordinator for Multicultural Programs with RISE Community Circles mentorship program and transition to college program – co-design and implement offerings for both credit-bearing course, assist with student mentor training and supervision, and assist with implementation of 2nd-4th semester mentorship program for minoritized students
- Provide leadership for development, facilitation, evaluation of, and participation in retention initiatives, events, and programs focused on domestic minoritized and international students
- Serve as an advocate and secondary advisor for the interest of traditionally minoritized students
- Assess student needs and retention gaps and utilize campus student success software to engage in assessment, identification, intervention, and support of minoritized students
- Partner with various campus departments and divisions to engage in support of student success.
- Monitor student academic success and development and provide resources when necessary, including assisting with the Student Achievement and Persistence Plan (SAPP)
- Assist with Superior Jumpstart early-arrival and orientation program
- Serve as liaison for recognized student organizations such as World Student Association that serve students from diverse cultural and backgrounds

Immigration Advising & Compliance
- Serve as a federally certified Designated School Official (DSO)
- Assist international students in applying for a social security number, driver’s license, ITIN, and on-campus student employment.
- Performs Student & Exchange Visitor Information System (SEVIS) data entry for all F-1 visa holders, including creation of I-20’s, change of address, change of phone, change of email, change of major and registration at the beginning of each term.
- Signs immigration documents for travel, as per immigration regulations.
- Assist with fall and spring international student orientation and immigration check-ins
- Prepare correspondence for student to local and governmental agencies
- Manage student data by using TerraDotta, Navigate, and PeopleSoft
- Complete student health insurance enrollment, serve as contact for health insurance questions
- Assist with the facilitation of event and program planning and implementation
Student and Administrative Support

- Provide administrative support for international student services
- Provide front desk services, including answering questions about common university and international student processes
- Communicate with other stakeholders on campus such as the Cashier’s office, Registrar’s Office, Residence Life, etc. to develop or clarify processes and resolve issues related to the position
- Maintain and orders office supplies; orders equipment and completes special orders
- Work with Business Office to ensure completion of financial related responsibilities

Knowledge, Skills, and Abilities:

- Demonstrated knowledge of federal immigration policies and regulations and U.S. Department of State policies and procedures relevant to International students and scholars, including detailed knowledge of the Student Exchange Visitor Information System (SEVIS)
- Demonstrated skill in interpreting and applying related federal immigration policies, regulations and procedures relevant to international students and scholars
- Demonstrated knowledge of intercultural issues and related topics
- Demonstrated ability to design and implement college student development & retention programs
- Demonstrated knowledge of International student needs/trends, support services
- Proven experience in creating programs and events
- Proven commitment to diversity and the ability to advocate for minoritized populations
- Demonstrated experience in selection and supervision of student staff
- Proven ability to present training to students, faculty/staff, and/or other audiences
- Demonstrated ability to take initiative and work independently
- Proven skill in effectively communicating, verbally and in writing, complex concepts to multiple audiences with diverse backgrounds, levels of experience, and English language skills
- Demonstrated ability to establish and maintain effective relationships with campus staff, students, and community members
- Demonstrated experience using web-based technologies such as (but not limited to): Microsoft Office 365, student information systems, budget management systems, or student success systems

Minimum Qualifications:

- Bachelor’s degree
- One-year combined work experience with International students in higher education, international education, working abroad, and/or working with minoritized populations, or other related experience
- Experience working on a college campus
- Per Federal Regulations for Designated School Officials, must be a U.S. citizen or Legal Permanent Resident
- Must possess a valid driver's license

Preferred Qualifications:

- Prior DSO experience with SEVIS (Student Exchange Visitor Information System)
- Master's degree in related field
- Completion of NAFSA F-1 Student Advising- Intermediate workshop
- Professional experience advising international students
- Competence in a second language
- Study or work abroad experience